



Corrective Action Plan

Date Issued June 18, 2025 Status Closed

Provider Name	DISCOVERY LEARNING CENTER
Provider Type	Child Care
License #	769648717
Provider Address	3314 S Valley View Rd, Sioux Falls, SD 57106, USA
Provider Contact	Mele Mafi

The following administrative rules have been found to be out of compliance. A corrective action plan is required to bring the provider into compliance. Continued non-compliance could lead to revocation of your license.

Corrective Action Plan #1

Administrative Rule:

67:42:17:41

A provider shall meet the physical, social, emotional, and cognitive needs of a child, and identify procedures to implement behavior management strategies for use with children in care. Behavior management strategies must offer limits, with positive guidance and direction, to help a child develop self-control and respect for the rights of others, be appropriate to a child's age and developmental level, and include strategies to prevent shaken baby syndrome and abusive head trauma.

A behavior management strategy may not be delegated to an older child or peer. Separation, when used as a strategy, must be within sight or hearing of a provider.

The parent of a child may not, while working at the program, use a prohibited discipline technique to discipline the parent's child.

The following methods of discipline are prohibited:

- (1) Spanking, hitting, pinching, biting, shaking, or inflicting any other physical punishment;
- (2) Verbal abuse, shouting, threats, humiliation, or derogatory or sarcastic remarks about the child or the child's family;
- (3) Restriction of movement or confinement;
- (4) Isolating a child in an adjacent room, hallway, closet, darkened area, or any other area where a child cannot be seen or supervised;
- (5) Punishment for lapses in toilet training;

- (6) Withholding or forcing of meals, snacks, naps, or outdoor time to correct behavior;
- (7) Demanding excessive physical exercise or excessive rest; and
- (8) Placing substances in a child's mouth to cause discomfort such as soap, food, or spices.

A provider who is under investigation for abuse and neglect may not be in a caregiving role, if the department determines there is an imminent safety concern to a child in the provider's care.

Summary of Non-Compliance Finding:

During a recent complaint investigation conducted by the Office of Licensing and Accreditation (OLA) on June 13, 2025, it was determined that two separate child care providers used prohibited discipline techniques on children in care.

Corrective Action:

- The director met with the providers involved in the incident to review the program's policies and mentor the providers to ensure proper care of children and developmentally appropriate strategies are used in the classroom.
- All classroom providers and the program director will complete training on *"Prevention is Key! Understanding Behavior Management"* provided by Sanford Children's CHILD Services by **July 20th, 2025**.

Supporting Evidence:

- The director will retain all providers' training certificates for the *"Prevention is Key! Understanding Behavior Management"* training provided by Sanford CHILD Services, to be made available for review by the Office of Licensing and Accreditation (OLA).
- OLA will conduct monitoring visits over a three-month period to assess the implementation of the corrective action plan and ensure ongoing compliance with licensing requirements.

How Maintained:

- The director (or designee) will conduct daily observations in all classrooms to ensure consistent use of appropriate behavior management strategies. Each observation will be documented, including notes on whether additional coaching or training is needed for any staff members.
- The behavior management policy will be reviewed with all providers upon hire.

Position Responsible:
Mele Mafi, Director

Expected Completion Date:
September 15, 2025

Date Completed:
September 15, 2025

Corrective Action Plan #2

Administrative Rule:

67:42:17:21

A center or school-age program must maintain the following ratios:

- (1) Five children to one staff for children up to three years of age;

- (2) Ten children to one staff for children three through four years; and
- (3) Fifteen children to one staff for children five years and over.

Children of program employees must be included in determining the children to staff ratio.

Summary of Non-Compliance Finding:

During a recent complaint investigation conducted by the Office of Licensing and Accreditation (OLA) on June 13, 2025, it was confirmed that an insufficient number of providers remained on the premises during nap time to maintain the required staff-to-child ratio in each classroom, as needed in the event children wake unexpectedly or an emergency arises. The staff-child ratio was corrected immediately by moving a child to another classroom that could accommodate with the number of providers.

Corrective Action:

- The director met with all classroom providers to review the program's policies and provide mentoring to ensure that staff-to-child ratios are maintained at all times.
- Providers must immediately notify the director or person in charge if a classroom is out of ratio or nearing ratio limits.
- A protocol will be implemented to address ratio concerns, including the immediate reallocation of providers as needed and ensuring that providers remain on site during nap time when required to maintain staff-child ratio compliance. The written protocol will be submitted to the Office of Licensing and Accreditation (OLA) **by July 11, 2025.**

Supporting Evidence:

- The written staff-child ratio protocol will be submitted to OLA **by July 11, 2025.**
- OLA will conduct monitoring visits over a three-month period to assess the implementation of the corrective action plan and ensure ongoing compliance with licensing requirements.

How Maintained:

- The director (or designee) will conduct routine and unannounced walkthroughs throughout the day to monitor staff-child ratios in each classroom. A monitoring log will be maintained to document each check, including the date, time, findings, and the director's signature.
- Completed monitoring logs will be retained for three months and made available for review by OLA.

Position Responsible:
Mele Mafi, Director

Expected Completion Date:
September 15, 2025

Date Completed:
September 15, 2025

Corrective Action Plan #3

Administrative Rule:

67:42:17:20

A center provider supervising children must be in the same room with the children or on the playground with the children, and must be able to see or hear the children, at all times.

If children are in a school-age program, the provider must be able to hear or see the children, at all times, and must be close enough to intervene at all times.

Summary of Non-Compliance Finding:

During a recent complaint investigation conducted by the Office of Licensing & Accreditation on June 13, 2025, it was observed that a child was left unsupervised in the restroom while other children and providers were in a classroom, and the providers were neither able to see nor hear the child.

Corrective Action:

- The director met with the provider involved in the incident to review the program's policies and mentor the provider to ensure the program's supervision policy is followed at all times.
- The program will develop and submit a written protocol outlining how children will be supervised when using the bathroom outside of regularly scheduled bathroom breaks. This protocol must ensure continuous supervision and child safety at all times. The written protocol will be submitted to the Office of Licensing and Accreditation (OLA) **by July 11, 2025**.
- Classrooms will use transition sheets to ensure adequate supervision, especially during transitions. Providers will conduct face-to-name checks when moving children to and from the classroom. Transition sheets will also be used to confirm that all areas—including playgrounds, classrooms, and bathrooms—have been thoroughly checked.

Supporting Evidence:

- The written staff-child ratio protocol will be submitted to OLA **by July 11, 2025**.
- The director will retain classroom transition sheets for a period of three months.
- OLA will conduct monitoring visits over a three-month period to assess the implementation of the corrective action plan and ensure ongoing compliance with licensing requirements.

How Maintained:

- The director (or designee) will conduct regular, unannounced checks during transitions to monitor compliance with supervision and transition policies.
- The program will develop an incident tracking system to document issues and corrective actions, helping to identify trends and areas for improvement.

Position Responsible:
Mele Mafi, Director

Expected Completion Date:
September 15, 2025

Date Completed:
September 15, 2025

SIGNATURES

Your signature below certifies you have read and understand the non-compliance findings and agree to make corrections to be compliant with the identified administrative rules.

Mele Mafi

Provider Name



Signature of Provider

June 27, 2025

Date

The Department of Social Services, Office of Licensing and Accreditation has reviewed and accepted the above plan.

Brooke Flemmer

Printed Name of DSS Staff



6/18/2025, 2:36:47 PM

Signature of DSS Staff:

June 18, 2025

Date

COMPLETION DETAILS

COMPLETION DATE: September 15, 2025

The Department of Social Services, Office of Licensing and Accreditation has reviewed the actions taken by the agency to resolve the above items and has accepted the above plan as completed.

Brooke Flemmer

Printed Name of DSS Staff



9/15/2025, 7:07:09 AM

Signature of DSS Staff:

September 15, 2025

Date